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|  | [**SHABEER.208985@2freemail.com**](mailto:SHABEER.208985@2freemail.com) | |
| **SHABEER .**  **IT SUPPORT PROFESSIONAL**  Versatile, high-energy professional with the distinction of presenting IT support, targeting assignments in **IT Administrator/** **System Administration**  **Location Preference: Gulf**    Skill Set    Collaborator  Planner  Change Agent  Motivator | | Career Summary   * **Microsoft Certified System Administrator (MCSA)** with 10 years of experience in **IT Support** * Expertise in providing IT Support to across UAE, Qatar and Saudi Arabia Branches * Supported and monitored the existing infrastructure, supervised preventative maintenance and backup as well as performed other regular support activities to ensure effectiveness * Developed cost estimates and recommended systems development as well as upgradations to existing systems; evaluated infrastructure services equipment and software for purchase * Led the management of hardware and software throughout the organization including servers, employee desktops/laptops, network / voice infrastructure, internal networks, peripherals, and wiring * Good analytical and troubleshooting skills in Windows platform Analytical and quality-oriented professional with an eye for detail |
| Critical Strengths & Competencies   |  |  |  | | --- | --- | --- | | **IT Support** | **IT Infrastructure Management** | **IT Administration** | |  |  |  | | **IT Maintenance** | **Microsoft Certified** | **System Administration** | |  |  |  | | **Updates** | **Back Up** | **Team Building & Leadership** | |  |  |  | | | |
| Career Timeline | | |
| |  | | --- | | Professional Experience  **Jul’16 – Sep’17 Hitachi Ltd., Dubai as IT Assistant**    **Key Result Areas:**   * Monitoring all activities and supporting three divisions of Hitachi groups Hitachi Infrastructure Systems, Basra-Iraq   Project Office and HISTAR   * Led the design and documentation of infrastructure processes, procedures and standards along with the maintenance and preparation of system and software documentation * Ensuring maintenance of 90 Laptops, 10 Desktops, 10 all in one Printers * Developing LAN and WAN network for offices in Middle East * Scheduling and Managing backup jobs * Creating and Maintaining human database for Hitachi * Providing Cisco VPN Support to connect intranet network * Formulating all IT documentation for auditing purpose * Sending procurement request to the concerned department * Maintaining IT stock reports, spare and scrap details , Windows Update for all PC’s in Middle East and Symantec Antivirus update for all PC’s in Middle East   **Highlights:**   * Liaised with Singapore office to implement the policies for Middle East Office’s and HQ-IT from Japan to escalate various issues for Middle East Office’s and Maintaining Office 365 accounts   **Feb’10-Jun’16 Star Elevator Systems & Metal Technology (ETA-Group) , Dubai as I.T. Support,**  **Key Result Areas:**   * Provided IT support given to three divisions ETA Star Elevators, Central Procurement Department and Central Fleet Management Divisions * Supervised all 20 Laptops, 60 Desktops, 5 all in one Printers and 2 Plotters * Managed programming machines like Trump TruTops, Punching and Laser Machines * Liaised with More than 180 users in SAP, ORBIT & Exchange E Mails * Maintained 8 No of Windows Server, installing & maintaining Cisco IP Phones and Panasonic IP Phone * Presented remote system support for systems from Abu Dhabi, Chennai and Qatar * Developed users in AD & giving them appropriate rights * Executed installation & monitoring trend micro & windows update server * Created backup and restore data using NT Backup * Supervised IT stock reports, spare and scrap details   **Commenced career with Repute Info Tech & Enterprises Limited, Chennai as Systems Administrator from May’07-Nov’09**  **Key Result Areas**   * Maintaining 10 Laptops, 30 Desktops, 7 all in one Printers, 1 Labelling Machine and 1 Plotter * Troubleshooting of Desktop PC's and different Software Applications and Operating System * Installation & Monitoring Symantec Endpoint & Windows update servers * Creation of users in Active Directory & giving them appropriate rights * Maintaining Inventory record of computer hardware & software * Hardware assembly, troubleshooting & testing of PC’s * Managing peripherals like disk drives, backup devices, Printers, Scanners * Responsible for Installation, Configuration, Monitoring and Supporting Windows 2000 /2003 Domain Controllers, File Servers and Print Servers * Configuring Wins, DNS, DHCP, IIS, ISA, RIS, RAS, VPN, FTP Servers and FSMO Roles in AD * Files uploading and downloading by using File Transfer Protocol (FTP) * Maintained Network Security Levels, Addressed Server Security issues and applied Security Patches and upgrades, regular maintenance of Servers, software and driver updates * Installing and Configuration of desktop client with OS like Win XP, Windows 2000, and Windows 2003 * Configuring Microsoft Outlook for email users | | Z:\Approved_ResDev_Repository\Formats\Visual Resume Formats 2015-16\Icons\workexperience24x24icons.png Technical Skills  **Server OS** : Windows 2012, Windows 2010, Windows 2008, Windows 2003  **Client OS** : Windows 10, Windows 8.1, Windows 8, Windows 7, Vista and XP  **Hardware’s:** HP ProLiant, HP DX Series, IBM X Series, Dell Power Edge  **Backup Tool** : NT Backup, Symantec Archive and Symantec Backup Exec 2012  **Package’s:** Office 365, MS-Exchange 2007 / 2003, MS-Office Suite  **Antivirus Tools** : Trend Micro, Security Essentials and Symantec Endpoint Protection  **PBX System** : Cisco IP Phone, Panasonic IP Phone, Avaya and NIC  **Firewall System** : Microsoft ISA Server and Fort iGATE 80C  **Networking Tools** : Cisco Switches 2950 and Routers 2811, 2900  **VPN:** Cisco AnyConnect Secure Mobility Client and Symantec VIP Access  Z:\Approved_ResDev_Repository\Formats\Visual Resume Formats 2015-16\Icons\Professional-Affiliation24x24icons.png**Certifications**   * **Microsoft Certified System Administrator (MCSA)** * **Certified in Computer Hardware & Networking at Accel IT Academy** * **Certified in CCNA at Rolla Institute, location**   **Education & Credentials**  M.Sc. (Information Technology) from Annamalai University, Chidambaram  B.Sc. (Electronics & Communication) from The New College, Madras University, Chennai | | | Personal Details  **Date of Birth:** **30th June 1985**  **Languages Known: Tamil and English**  **Visa Status : Work Permit up to 30th September 2017** | | | | |

**Declaration**  
  
I hereby declare that the above cited information is true to the best of my knowledge and belief, if given a chance, I can prove myself**.**